Presented by:

McClaskey EXCELLENCE INSTITUTE

Presented to:

Study Groups

Hiring Success: Techniques for Selecting the Right People

Presented by: David J. McClaskey, President; Billy Schaefer, VP

Developed by: David J. McClaskey

McClaskey Excellence Institute

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Objective of the webinar

Selecting the right employees for the operation portion of your business

- Provide proven insights and practices
- Practices easy to apply

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Operations Employees

Notice: **Selecting** the right employees for the **operation** portion of your business.

Operations employees are those employees who directly produce your products or services.

(Associates, Team Members, Drivers, Warehouse operators, etc.)

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Better Selection Causes Better Results

1. Lower turnover and absenteeism
2. More job experience
3. Better trained and performing employees

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Results (that are due in part to superior employee selection)

50% of the Employee turnover of the industry average	20% of the absenteeism of the industry average
95% Employee Sat.	67% of the Labor Cost compared to industry average
Best Place to work	99.7% of shifts are fully staffed

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A Path to an Improved Selection Practices (How do you improve?)

1. All the advice and knowledge got you where you are
2. We will share proven key insights and practices
3. You adapt, apply, and assess the key insights and practices until it improves your selection process.

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Key Insight

What do companies that are more successful at selecting operations employees **know** to set their hiring managers up for high level of selection success?

Answer: They know what they are hiring for

Why is this so important?

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“A problem defined, is a problem half-solved.”

— Albert Einstein

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Knowing what you are hiring for is such critical attribute in good operation employee selection because it applies a great management principle.

1. “Begin with the end in mind.” Stephen Covey’s second habit of highly effective people
2. "If you don't know where you are going, any road will get you there." Lewis Carroll (from Alice in Wonderland),
3. “You are more likely to get there if you know where there is.” David McClaskey (from upcoming book on operations excellence)

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Why “begin with the end in mind” is a critical attribute in just about everything involving leadership and management (including hiring)?

Having clear and unambiguous knowledge of the objective leads better results

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Participation Exercise

Why does your company hire operations employees?

List all the answers in the chat you can in the next 1 minute.

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Rate: Your answers to “Why does your company hire operations employees?”

1. **Look at all your answers as a group and rate on a 1-10 gray scale where:**

   10: is very vague
   1: is crystal clear
   (can pick any number between 1 and 10)

2. **Put your rating in the chat.**

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Billy Schaefer

Vice-President, McClaskey Excellence Institute

- Is a Master Implementor of the Achieving World Class Results concepts. He has been part of the leadership teams that have taken 2 companies going from Ordinary to Extraordinary
- 25 years' experience within the service industry ranging in roles from being a dishwasher to trouble shooter to Director of Operations
- Is a Certified McClaskey Excellence Institute Instructor and Consultant

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Complimentary Offer

Sign up for adapting, applying, and assessing help from Billy Schaefer

https://calendly.com/billy-6wll

Please click on this link which is posted in the chat.

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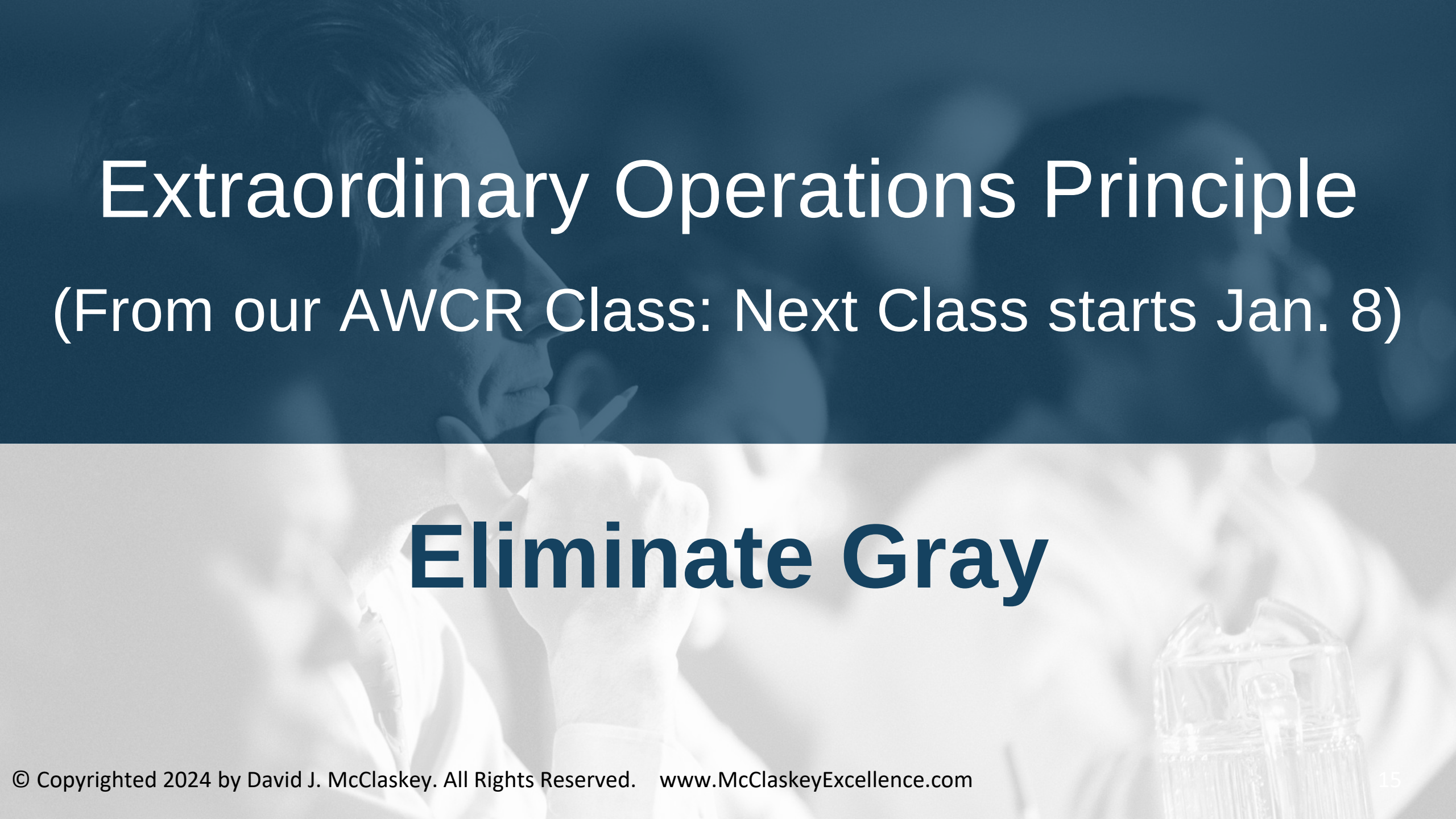

Extraordinary Operations Principle

(From our AWCR Class: Next Class starts Jan. 8)

Eliminate Gray

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You need a **crystal clear, unambiguous, measurable answer** to the question:

“Why does your company hire employees?”

One that will rank as a 1 or 2 (crystal clear) on our 1 to 10 gray scale.

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Why do companies hire operations employees?

There are two attributes that companies that are outstanding in selection use to select operation employees.

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The two attributes that companies that are outstanding in selection use to select operation employees.

Candidates they assess will:

1. **Precisely follow the steps of the approved processes**
2. **Show up for work (absenteeism and tardiness.)**

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How to Apply these Two Attributes to Improve Your Selection Process

1. Precisely follow the steps of approved process:
    - **What would you ask or want to know about the candidate to determine if they have this attribute?**
2. Show up for work (absenteeism and tardiness)
    - **What would you ask or want to know about the candidate to determine if they have this attribute?**

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Summary

Select Candidates that will:

1. **Precisely follow the steps of the approved processes**
2. **Show up for work (Absenteeism and tardiness.)**

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Your Action

Determine the questions you ask that will help you to select candidates that will:

1. **Precisely follow the steps of the approved processes**
2. **Show up for work when scheduled and on time.**

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A Request

Email us by the end of Nov. (2024) and let us know you applied it, did it help, what have your learned.

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We can further help you: (www.McClaskeyExcellence.com)

1. **Achieving World-Class Results class**; Learn **how to create Operations Excellence** by setting your employees up for 100% success; starts Jan. 8

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Make more money with less hassle!

Achieving World Class Results: **Proven Path from Ordinary to Extraordinary**
Lean: **Get rid of waste and non-value adding activities**
Spectacular Customer Service: **Consistently friendly service that delights customers and brings them back**
Training to 100%: **How to design and deliver training that is 100% effective.**

Do private and custom classes as well as public classes

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What were your key insights?

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How satisfied are you with this session?

A

B

C

D

E

Total Results: 0

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